

Home User Guide.

VICTORIA PARK ROAD DEVELOPMENT, MALVERN, WORCESTERSHIRE, WR14 2NQ.

March 2011
Version 4.0

A guide to enable occupants to understand and operate their home efficiently and how to make the best use of local amenities

Prepared by [Markey Construction](#) working in Partnership with [Festival Housing Group](#).

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Introduction

The aim of the home user guide is to help you understand and operate your home efficiently and to make the best use of local facilities.

Your home has been built to achieve code 3 under the Department for Communities and Local Government Code for Sustainable homes (CSH). The building itself has been constructed using a prefabricated insulated timber frame which results in lower heating cost. All of the materials in your home are environmentally friendly and are from sustainable sources. To reduce water consumption the building has been fitted with water saving features such as flow restrictors and a rainwater butt.

When your house was constructed a Police Architectural Liaison Officer (ALO) carried out an inspection to ensure that it was safe and secure resulting in a secure by design certificate being awarded. During construction it also achieves a performance beyond compliance rating which is the highest rating in the Considerate Constructors Scheme.

The guide itself has explanations of the equipment/features installed, how to use them effectively and maintenance instructions to ensure that your home functions as efficiently as possible. It also gives tips on how you can live a more sustainable life resulting in savings on energy, water and household running costs.

It gives details of your waste collection services such as; the days of collection and what to do with bulky waste items. If you are planning to carry out DIY it makes suggestions on products that would be most suited to your property. It gives addresses and contact numbers for your local GP, Post Office, Supermarket and other local amenities. If you are planning a day out look no further as the guide suggests areas of interest and places to visit.

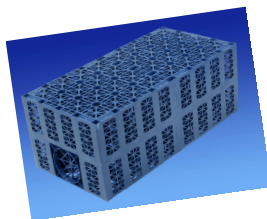
1. Environmental strategy/design and features

1.1 Systems in place

SUDs

Sustainable (Urban) Drainage Systems are designed to reduce the potential impact of new and existing developments with respect to surface water drainage discharges.

They are designed to replicate natural systems that use cost effective solutions with low environmental impact to drain away dirty and surface water run-off through collection, storage, and cleaning before allowing it to be released slowly back into the environment.



Conventional drainage systems are renowned for flooding and polluting of the environment and as a result can cause harm to wildlife & habitats and can contaminate groundwater sources which are used for drinking water. The Weholite system at Victoria Park Road has been designed by a hydrologist to be easily managed.

SUDS use the following techniques:

- source control
- permeable paving such as pervious concrete
- storm water detention
- storm water infiltration
- evapo-transpiration (e.g. from a Green roof)

Solar

Your home has been fitted with [Worcester Bosch FKC series flat panel solar collectors](#). This solar water heating system absorbs solar energy and converts it to heat which is then pumped directly to your hot water cylinder – providing hot water from a clean, renewable source of energy. Solar water heating panels do not rely on high temperatures or direct sunlight to work. Even on cloudy days, they can deliver significant energy savings. That's because they work on the principle of light absorption, rather than needing heat or direct sunlight.



features and benefits:

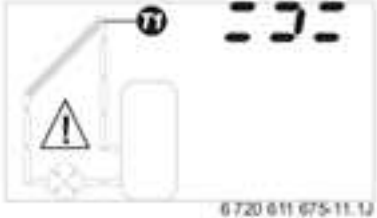


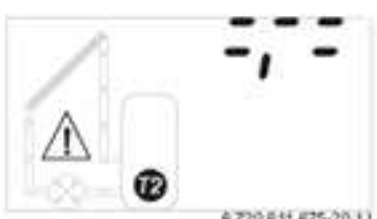

- As solar energy harnesses the energy from the sun, it produces none of the CO2 emissions of using fossil fuels
- solar panels can be fully recycled
- The Greenskies system includes a control, which enables you to set the hot water temperature you require with ease
- Greenskies requires minimal maintenance and is extremely robust

Maintenance

When carrying out maintenance work on the system set the mode selector switch **S** to solar heating pump **OFF**.

- The solar heating pump will stop.
- The display backlighting is red,

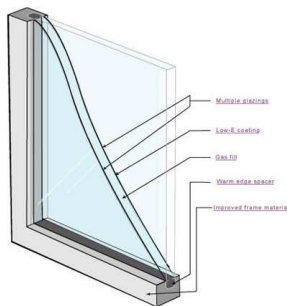
OFF flashes and the symbol stops moving, you can then switch off the power supply.

Display shows (flashing red/yellow)	Cause	Remedy
 <p>6 720 611 675-11.1J</p>	Short circuit on sensor lead to solar panel temperature sensor T1	Check sensor lead T1 .
 <p>6 720 611 675-19.1J</p>	Short circuit on sensor lead to solar panel temperature sensor T2	Check sensor lead T2 .
 <p>6 720 611 675-12.1J</p>	Break in sensor lead to solar panel temperature sensor T1	Check sensor lead T1 .
 <p>6 720 611 675-20.1J</p>	Break in sensor lead to solar panel temperature sensor T2	Check sensor lead T2 .
 <p>6 720 611 675-13.1J</p>	Indication of a fault in the system, e.g. shut-off valves closed, air in the system or defective solar heating system pump.	<p>Check that the shut-off valves are open.</p> <p>Check the system. If necessary have the system bled.</p> <p>Check whether the solar heating system pump is working (see Section 5.3.2).</p>

Prefabricated Timber Frame

Timber frame construction has developed significantly over recent years and is seen by the industry as an excellent way to meet demand for more energy-efficient homes while helping to reduce CO2 emissions and help mitigate the effects of climate change.

Your home has been constructed using a [Prestoplan](#) system which is a closed panel system which is pre-assembled wall panels and typically include insulation, moisture control layers and the weathering envelope. The benefits of this type of construction is speed of construction, improved quality may be improved due to more co-ordinated supply chain processes and production in controlled factory environments.



Low-E Glass

Low-emission glass (Low-E) is a clear glass that has microscopically-thin coating of metal oxide. This allows the sun's heat and light to pass through the glass into the building. At the same time it blocks heat from leaving the room, reducing heat loss considerably. It increases the energy efficiency of windows by reducing the transfer of heat or cold through glass. That means in the winter your house stays warmer, and

in the summer it stays cooler.

Certified Timber

All the timber used in your home is Certified Timber which has been sourced from responsibly managed forests. This ensures that your home has not caused unnecessary damage to the environment when sourcing construction materials for your home.



2. Operational Instructions

2.1 General

Window Operation & Care

The [Spectus Elite 70 range](#) has been selected to supply both windows and French doors as they offer versatility in both style and appearance. They have been designed for easy & effortless operation. All you need to do is simply turn the handle!

[Features](#)

- Window Energy Rating of band A can be achieved through the flush glazing, which not only maximise Window Energy Rating but also improves the aesthetic finish
- Market leading multi chambered profile provides increased thermal efficiency
- 10 year guarantee
- Secured by Design certification
- Cost effective solution with styling perfect for the majority of building types

Front/Rear Door Operation

Your composite doors are Kingsbury and have been supplied by [Bowater](#) as they provide a comprehensive range of low maintenance composite doorsets. The Kingsbury is designed with meticulous attention to every detail and finished to the highest possible standard. Every Kingsbury door comes with a multipoint locking system as standard.

They are fabricated to ensure they meet the highest standards of security and performance and are supplied tested to the requirements of PAS23, PAS 24 and Secured By Design.

The doors are tested to withstand extreme sunlight conditions and are UV stability guaranteed to 10 years. They are manufactured using CFC free polyurethane foam for the inner core and a timber free construction throughout with all extruded components are sourced in the UK.

Minimising Condensation

Although you can not see it there is always moisture in the air. This can appear as condensation and be seen as steam or mist on your bedroom windows in the morning, in the bathroom mirror or from your 'breath' that you can see when you go out on a cold day. It mainly appears in cold weather and is found on the coldest surfaces or in places where there is little or no movement of air. You will find it in the corners of rooms, or near windows or behind furniture. It mostly appears on north facing walls which are colder because they don't get the sun.

The damp caused by condensation can cause mould to grow on walls, fabric and furniture which eventually leads to rotting. It can also cause paint to blister and wallpaper to peel off. Mould gives off tiny seeds called 'spores' - these spores float in the air (this is how it spreads) and can make conditions such as Asthma.

Modern construction techniques such as insulation to walls, draught proofing on doors and sealed window units have made it easier for you to keep your home warm by minimising draughts and stopping heat escaping from your home. But these improvements also stop moisture escaping. To reduce the risk of condensation in your home a control system can be installed such as Mechanical Ventilation Heat Recovery (MVHR). Please see section one for further details.

There are a number of things you can do:

Make Less Moisture

- Wipe the water from your windows and sills with a cloth, but make sure you wring your cloth out in the sink and don't put the wet cloth on a heater to dry. Putting a wet cloth on a heater allows the water to evaporate back into the air which means it will re-appear as condensation when the temperature drops.
- Don't dry washing inside your home. All the water from your clothes will go straight into the air and as soon as the air cools you will get condensation on your windows and walls.
- Put lids on your saucepans when you cook. This keeps steam in the pan and saves money on your fuel bill.

- Vent your tumble drier outside. If your dryer is not self condensing make sure you put the hose out of a window to ensure the hot, moisture filled air produced by the machine does not condense inside your home. Opening a window is not enough. You can get hose kits from most electrical & DIY stores.

Increase The Ventilation

- Use the trickle ventilators in your windows. You need a good air flow to help get rid of moisture which is produced in your home all the time. Modern windows have pull down flaps to help ventilate your home. Keep these open as much as possible so damp air can escape.
- Open a window when cooking and after showering/bathing. Boiling pans, hot baths and showers produce lots of steam. Opening a window ensures this steam condenses outside rather than inside your home.
- It also helps to keep your kitchen and bathroom doors shut when these rooms are in use for about 20 minutes after to stop moist air getting into other rooms. When your kitchen, bathroom or other rooms are not in use leave doors open so heat can spread evenly through your home.

Allow Air To Circulate

- Do not put furniture against the outside walls of your home. The inside walls (between rooms) are always warmer and are therefore less prone to condensation. Leave a gap between the wall and the furniture so air can circulate and ensure that wardrobes and cupboards are properly ventilated to prevent mould growing inside.

Keep your home warm

- When moisture condenses on your walls it makes them colder. This causes you to lose heat and increases the risk of mould growing. It then takes more energy to heat your home to a comfortable temperature which costs more. Heating your home efficiently helps reduce condensation and could save money on your heating bills. Try to keep your home above 18°C (63°F) - most people find a comfortable heat is around 21°C (70°F). Condensation is sure to occur if you let your home fall below 18°C.

Remove mould as soon as you find it

- You MUST remove mould as soon as you find it to stop it spreading and causing more damage to your home. You can get special cleaning products from DIY stores (always follow the manufacturers instructions) or use a good quality bleach mixed 1 part bleach to 4 parts water (but remember bleach may take the colour out).

Care of Kitchen



Premiere Kitchens' units are designed to give many years of reliable service in normal household conditions. However it should be noted that the product is a piece of fitted furniture and should be treated with care, paying particular attention to the following areas.

Cleaning of Doors and Drawer Fronts

- These should be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Avoid excessive water or any other liquid.

Cleaning Interiors of Units

- Brush out any loose dust etc. The interior should then be cleaned using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.
- Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the unit bottom with excessive water or any other liquid.
- Drawer Boxes system is designed to operate under a maximum load of 25kg. Do not lean on partly opened drawers as this may cause the drawer box to part from the drawer runner.
- To remove drawer boxes pull out the drawer box until it resists. Tip the front upwards to disengage the box from the runners.

To clean drawer boxes

Remove drawers from the units and brush to remove loose dirt etc. Clean the drawer box using a clean damp cloth containing a small amount of mild detergent. Avoid over wetting gently wipe over the surface in one direction and then wipe over with a clean dry cloth. A cleaning agent such as Fairy Liquid is recommended.

Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly do not use scouring pads, wire wool or any similar cleaning aids. Particularly avoid saturating the drawer bottom with excessive water or any other liquid.

General Care

1. Never place hot cooking utensils taken straight from the hob or oven directly onto the worktop surface as this will cause damage. Use heat resistant mats. The Duropal laminate is tested to a temperature of 180c. Boiling water and cooking splashes will therefore do no harm to the surface of the worktop.
2. Do not allow water or other liquids to stand on the worktop or collect around joints and cutouts. Wipe away immediately.
3. Check the seal around all inset sink tops, hob cut-outs, end caps, jointing strips etc. thoroughly in order to ensure no moisture penetration. Always use a sealing agent on exposed chipboard edges and if an edging becomes loose or is damaged have it replaced immediately.
4. Do not cut objects directly on the worktop always use a chopping board for preparing food.

Cleaning Worktops

The major advantage of Premiere Kitchens' worktops is that the HPL surface makes cleaning so simple. Usually a moist cloth is sufficient, but use washing-up liquid to get rid of any grease. Stubborn dirt can be removed with an organic solvent such as methylated spirits or alcohol. Brushes with soft nylon bristles may be used for textured surfaces to ensure a more thorough cleaning but abrasive scouring pads, creams and even polishes should be avoided.

2.2 Electrical

Internal Lighting

Fluorescent kitchen lighting

Crompton Single 58W Cp 515 fluorescent batten with a long lasting troposphere tube

- Bathroom & Cloakroom

Robus R282D+LE complete with 28W 4 pin lamp; has a 3 hour maintained emergency duration.



- Lighting in other areas



GET Gepend 613 13W Energy saving Pendant

- Shaver light/socket

RDL A7 shaver light is a dual voltage diffused bathroom shaver light with pull cords. Designed for easy installation and safe reliable operation. The Shaver Socket will operate with the light switched off.



- Electrical consumer unit

A NHRS15SSLHI Wylex NH insulated consumer Unit which meets all British and international standards.

External lighting



Eterna BH24B PIR 23W fitted to both the front & rear of the property

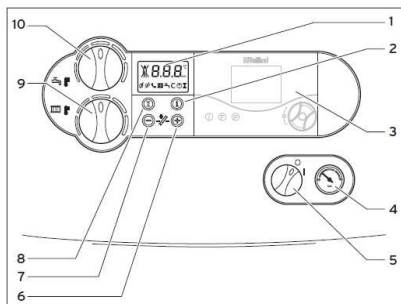
2.3 Plumbing

Heating system

Your **Vaillant Ecotec 615** is a highly efficiency boiler that enables you to save over a third of your heating bills.



Operation



For access to the controls open the front flap by pulling at the centre of the case strip.

1 Display indicating the current heating flow temperature, the pressure in the heating system, the operating mode or additional information

2 The "i" information button

3 Built in control/timer (if fitted)

4 Pressure gauge displaying the pressure in the heating system

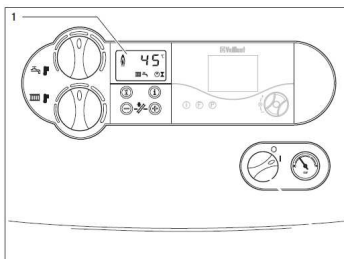
5 Main ON/OFF control

6 "+" button for moving forward in the display

7 "-" button for moving back in the display or for displaying the pressure in the heating system

8 "Reset" button

9 Maximum radiator temperature control



The ecoTEC plus appliance is fitted with a digital information and analysis system. This system provides information on the operating status of your appliance.

During normal operation, the display (**1**) shows the current heating flow temperature (in this example 45 °C). In the event of a fault, an error code appears instead of the temperature.

The display also gives the following information:

- 1** Indication of the current heating system flow temperature or water pressure in the heating system or display of a status or error code



Fan speed malfunction



Fan speed malfunction



As long as this symbol appears in the display, a heating flow temperature and hot water outlet temperature is set by the vrnetDIALOG accessory, which means the appliance uses temperatures other than those set using the controls **(9)** and **(10)**.



Heating mode active Illuminated: Heating mode Flashing: Anti cycling mode active



Internal pump is running



Gas valve is activated



Flame with cross:
Boiler is at lock out and will display fault code



Flame without cross:
Normal burner operation

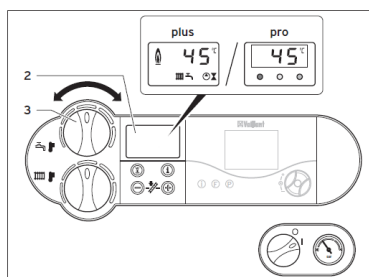
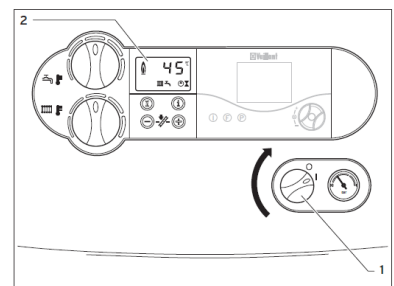
Turning the boiler ON

- Use the main ON/OFF control **(1)** to switch the appliance on.

I: "ON"

0: "OFF"

When you switch on the appliance, the current operating status appears in the display **(2)**.

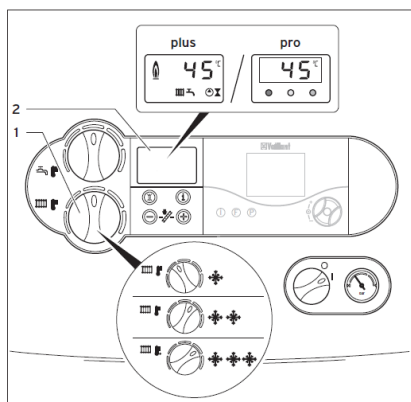


Setting the water temperature

- The domestic hot water temperature can be adjusted using the hot water temperature control **(3)**.
- Turn the control clockwise to increase the temperature and anti-clockwise to decrease the temperature. This corresponds to:

- **Left limit approx. 35 °C**
- **Right limit max. 65 °C.**

Setting the maximum radiator temperature control



Set the maximum radiator temperature control to the desired setting using the control knob (1).

We recommend the following settings:

- Left setting during spring and autumn,
- Middle setting during mild winter,
- Right setting during cold winter.

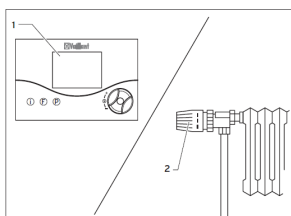
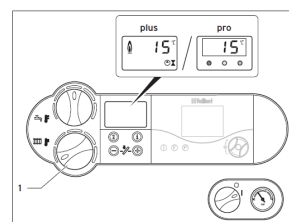
When you adjust the temperature, the set value is shown in the display (2). After five seconds the display returns to standard mode (the current heating flow temperature).

Normally you can adjust the knob (1) continuously up to a flow temperature of 75 °C. However, higher temperatures can be set on your appliance, have your engineer make adjustments so that you can operate the heating system at higher flow temperatures.

Switching off heating (summer operation)

You can switch off the heating in summer without switching off the hot water supply.

- Turn the knob (1) for setting the maximum radiator temperature all the way to the left.



Setting a room- or outside temperature controller

- Set the room thermostat (1) and/or the thermostatic radiator valves (2) according to the instructions supplied with the control(s).

Danger

If you smell gas or suspect a gas leak:

- **Do not** switch lights on or off.
- **Do not** use any other electrical switches.
- **Do not** use a telephone in the hazardous area.
- **Do not** use naked flames, such as matches or cigarette lighters.
- **Do not** smoke.
- **Turn off** the gas supply at the gas meter.
- **Open** the windows and doors.
- **Warn** other residents.
- **Get out** of the house.

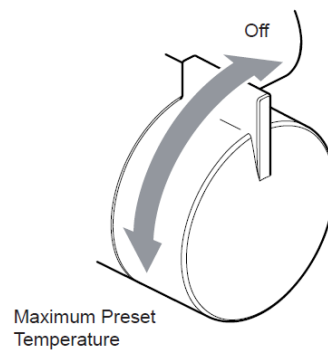
Please refer to manufactures guidance for further information.

Sanitary Ware

Shower Operation

The **Mira Minilite** thermostatic mixer has a single sequential control lever for on/off and temperature control and a flow rate of 6 litres per min. The control lever operates anti-clockwise in the following sequence:

- Off
- On
- Cold
- Warm
- Maximum Preset Temperature



Cleaning

The **Mira Minilite** shower that has been installed requires regular cleaning. The showerhead **MUST** be regularly cleaned to remove scale and debris. The chrome plated parts should be cleaned using a mild washing up detergent or soap solution, rinsed and then wiped dry with a soft cloth.

Warning! Many household cleaners contain abrasive and chemical substances, and should not be used for cleaning plated or plastic fittings.

Do not use descalents on this product.

Fault Diagnosis

Symptom:

Fluctuating or reduced flow rate.

Cause Rectification:

Check the showerhead, hose and filters for any blockage.

Make sure that the maintained inlet pressures are nominally balanced and sufficient.

Make sure that the inlet temperature differentials are sufficient.

Make sure there are no air locks or partial blockage in the pipe work.

Make sure that the Flow regulator fitted incorrectly.

Symptom:

Water leaking from the showerhead.

Cause Rectification:

Normal for a short period after shut off.

Check that the pressures are not in excess of the specifications for the product.

Renew the thermostatic cartridge

To Contact Kohler Mira

Mira Showers Customer Services

Telephone: 0870 241 0888, Mon to Fri 8:00 am - 5:30 pm Sat 8:30 am - 3:30 pm

E-mail: technical@mirashowers.com

Fax: 01242 282595

By Post: Cromwell Road, Cheltenham, Gloucestershire, GL52 5EP



Kitchen taps

Java Single Flow Monobloc Sink Mixer kitchen sink tap with a swivel spout and a flow rate of 4 litres per min



Toilets

The Galerie FLUSHWISE WC which has won the Waterwise Marque is a dual flush that operates using 4 or 2.6 litres of water.



Bath Volume

Twyford Celtic 140 litre bath



Hand basin

Alcona Basin with a flow rate of 5 litres per min.

3. Energy

3.1 Low energy light fittings

Depending on how long your lights are in use every day, just one energy saving light bulb could save you on average around £2.50 a year. And the light bulb will last around 10 times longer than a standard bulb and could save you around £40 before it needs replacing.

Fitting all your light with energy saving bulbs and you could save around £37 a year and £590 over the lifetime of all of the bulbs.

These savings take into account the higher cost of energy saving light bulbs. With prices starting from £1 - £2, you'll usually recoup the extra outlay within a year.

Energy saving light bulbs use between a fifth and a quarter of the electricity of ordinary bulbs to generate the same amount of light. So where you'd normally use a 60W bulb, you'll only need a 11-14 Watt bulb.

Standard bulbs	Energy saving equivalent
25W	5-7W
40W	8-9W
60W	11-14W
100W	20-23W

3.2 Details of EU labelling scheme for white goods

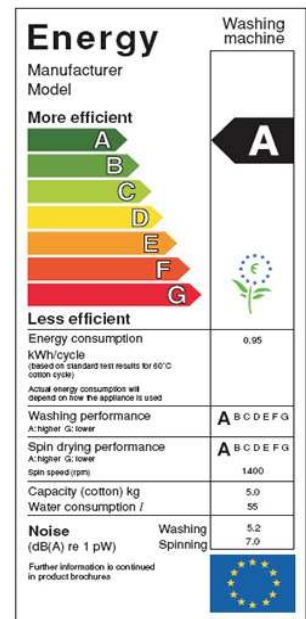
The EU Energy Labelling scheme is a compulsory requirement for all white goods and home appliances sold within the EU. It allows consumers to clearly see the efficiency and energy consumption of a product.

The system used by the EU Energy Label runs from A to G and primarily shows energy efficiency. Other details shown by the scheme including various performance related ratings (also scaled A to G).

Since its introduction in 1995, the EU Energy Label has become a widely recognised and respected guide for manufacturers and consumers alike.

The scheme covers; Dishwashers, Washing Machines, Freezers, Fridge Freezers and Refrigerators.

All of which require a D rating or above.



3.3 General information on energy efficiency

One of the key considerations when your house was being designed was the needed to be energy efficient so your home was built using the latest construction methods and environmentally friendly products. There are simple steps that you can take that will also improve your home's energy efficiency. With help from the Energy Saving Trust here are some simple steps that you can take;



Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent and typically saves around £55 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.



Is your water too hot? Your cylinder thermostat should be set at 60°C/140°F.



Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.



Always turn off the lights when you leave a room.



Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.



Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).



If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.



A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off.

For further information please visit; www.energysavingtrust.org.uk

4. Water Use

4.1 Water saving measures and tips

Considerations have been made to limit the amount of water used in your dwelling these include; All wash hand basin taps have flow regulators which limits the flow to 4 litres per minute. The toilets have a 4/2.6 litre dual flush which gives the option to save water. The bath has an overflow of 140 litres which is 40 litres less than a conventional bath and your electric shower has a flow rate of below 6 litres per minute.

There are also simple steps that you can take to reduce your water consumption which will help to save you money and water usage.

- Take a shower rather than a bath
- Don't run the tap whilst cleaning your teeth
- Only boil as much water as you need when making drinks
- Don't leave taps dripping - repair any worn washers
- Only wash full loads in washing machines and/or dishwashers
- Water remaining after boiling eggs can be cooled and used to water plants as this is high in nutrients as is the dirty water taken from a fish tank
- If you drink tap water and normally run the tap for a while to ensure the water is cold, collect this initial supply either in your kettle or to water plants etc. alternatively, instead of waiting for it to run cold keep a jug of water in the fridge.
- Wash vegetables in a bowl rather than under a running tap.

4.2 External water use and efficiency

There are also saving that can be made for external water use. Your home has been provided with a water butt that gives you a supply of up to 200 litres of rainwater which can be used for general gardening purposes or even washing your car.

Tips for outdoor water use

- When gardening try to use a watering can, a drip irrigation system or a hosepipe with a trigger and better still connect it to your water butt. This allows for sensible water wise gardening, whilst still conserving supplies.
- Pressure washers use a lot of water. Use them sparingly and think about what you are doing. If must use one to wash your patio furniture or bike, why not do it on the lawn so the water gets recycled.
- Lots of people use bathwater on their garden. Remember this is dirty water. Use it immediately and never store it. Do not use it on fruit or vegetables or near children.
- Use a trigger nozzle on your hosepipe to halve the water used and direct the water flow to the roots of your plants. Alternatively by using a watering can you can significantly reduce the amount of water wasted.
- Your roof collects about tens of thousands of rainwater each year. This could fill your water butts hundreds of times with free water.
- Use a bucket and sponge to wash your car. Just 30 minutes with a hosepipe will waste hundreds of litres. And, using a bucket will give your car a much more precise wash. If you must use a hosepipe, attach a trigger nozzle.
- Use mulch and bark in your garden to reduce evaporation by up to 75%
- Think about mixing some drought resistant bedding and perennial plants to your garden to add diversity.

5. Recycling and waste collections

5.1 Your household refuse and recycling service

Malvern Hills District Council provides an easy and convenient way to dispose of your household refuse and recycling.

As well as being able to recycle more, we have made the service more simple; you can now put all your recycling together in the cherry colored sacks and it will be collected alongside your black sack once a week, on your allotted collection day.

The benefits of the services;

- refuse collected on a weekly basis
- recyclable items are collected together in one bag
- the recycling materials that are collected include; [tin cans](#), [aluminium cans](#), [plastic bottles](#) & [containers](#), [cartons](#), [paper](#) and [cardboard](#)

How the service works;

- Collections every Wednesday from Park Close & Northwick Court.
- Refuse needs to be put out for collection in black sacks.
- Ensure your cherry recycling sacks and your black rubbish sack are ready for collection by 7:00am
- Collections will be from the boundary of your property, nearest the public highway
- Please ensure your sacks do not cause an obstruction on public footpaths or highways
- Malvern Hills District Council will provide each property with 2 cherry recycling sacks per week
- Garden waste collection is a chargeable service at the cost of £60 per annum.
- Assisted collections can be arranged for elderly or disabled residents please call 01684 862151 for more information

If your collection is missed;

If your refuse is not collected please call 01684 862151.

5.2 Information on recycling bins and there location

In your kitchen cupboard you will find a 30 litre recycling bin. This is to assist you with recycling and is in addition to your standard waste bin.

5.3 Information on compost bins and there location (subject to property type)

Your home has been provided with a compost bin which is located in your back garden next to your shed and is accessible from the footpath. It can be used for disposing of garden waste and house hold organic waste such as; [tea bags](#), [uncooked vegetables](#), [fruit](#) and [egg boxes](#). Please keep out; [meat](#), [nappies](#), [dairy products](#) and [animal foul](#).

For further information on recycling please visit; www.recyclenow.com

5.4 What is WRAP?

WRAP is a non-profit organisation that is supported by government funding. Its main aim that is achieved through working with partners is to prevent waste, promote recycling and develop markets for valuable products. WRAP works with the public providing information and tools that support recycling and reduces food waste. This helps bring measurable gains to the economy and long term benefits to the environment.

If you would like guidance on recycling and sustainable waste disposal please visit their website for further information; www.wrap.org.uk

6. Sustainable DIY

NOTE; The stairs at your property are of a timber construction. If you are installing carpets and require carpet grips ensure that they **ARE SCREWED** and **NOT NAILED** down as this will cause creaking and may affect the stairs integrity.

If you are planning to carry out DIY it is important to choose the most suitable materials for the job. Here are some tips to ensure that you chose products that are sustainable, are non-hazardous and are suited to your home.

Fixings – it is important to remember that your house is constructed using a timber frame so when putting up a picture frame for example you will need to check exactly what you are screwing into. It will be either plasterboard or into the stud wall, in the case of it being plasterboard you will need a cavity wall fixing. If it is stud you should be able to screw directly to the wall. If you are in any doubt you should contact a professional as it is essential that know exactly what you are screwing/drilling into prior to starting.

Timber – the timber you choose can have an impact on the environment. Materials that are less environmentally damaging do not necessarily cost more, often perform well, and many are widely available. For example:

- using reclaimed wood saves energy and resources

When buying timber from a merchant it is important to know where it has come from buying timber that is FSC (Forestry Stewardship Council) certified or has a CoC (Chain of Custody) will ensure that it has come from a sustainable resource.

Paints & Finishes - When choosing a paint or finish try to find one with a low environmental impact:

- if you have the choice, choose a product without a hazard warning on the label (a black symbol on an orange or yellow square, with a description of the hazard)
- 'natural' or 'all natural' paints, milk paints and white washes can contain less harmful substances than ordinary paint
- calculate how much paint you need and try not to buy too much - a lot of paint that people buy is never used
- look for the European Ecolabel for indoor paints (this means that they have a lower impact on the environment)



Volatile organic compounds (VOCs)

Most paints contain VOCs, which can be harmful to humans, wildlife, plants and even building materials. New legal limits have been introduced for VOC content in paints and varnishes used around the home. VOC content must now be displayed on all such products:

- choosing the appropriate product with the lowest VOC content you can will help reduce harmful effects

Think twice about projects that consume energy

Some DIY projects will increase your energy usage significantly, increasing fuel bills and your contribution to climate change. If possible:

- try to avoid putting heating in your conservatory, as few conservatories are well insulated and much of the heat is likely to be lost
- think about using solar power for water features and lighting in your garden

Manufacturing tools uses energy and resources, but many are hardly used. The average drill is used for less than 15 minutes in its entire lifetime, so consider borrowing or hiring instead of buying.

7. Smoke Alarm information

Your home has been fitted with an Aico Ei154TL heat alarm and an Aico Ei156TLH optical alarm. Both of these alarms run off mains power and in the event of power failure have a rechargeable battery backup which can last up to 6 months without a mains power supply.



- The green indicator shows that mains power is present and every 40 seconds the red light will flash to show that it has self tested.
- Pressing the button will test the alarm and sound the horn while suppressed
- When the battery is empty the alarm will flash and beep every 40 seconds to indicate it needs recharging
- Alarm has a 5 year guarantee

8. HUG (Home User Guide) alternative formats

If you require a copy of this guide in an alternative format please contact Markey Construction

Markey Construction

Unit Q1
Quadrant Distribution Centre
Quadrant Way
Hardwicke
Gloucester
GL2 2RN

01452 886 155

info@markeyconstruction.co.uk

Electronic versions can be found at the following address

www.markeyconstruction.co.uk

Please note there is a charge for this service

9. Recycling and waste

9.1 What to do with waste that is not covered by the standard weekly collection

If you have waste that is not covered by your weekly collections here are some suggestions to how it can be disposed of;

Bulky waste

The local authority offers a bulky domestic waste collection service for the removal of large household items, from outside your home. Before disposing of any unwanted furniture or goods please consider donating your unwanted goods to one of the organisations below. This will save you the cost of disposal and will enable others to reuse your unwanted items.



St Michaels Hospice

Malvern 95 -97

Church Street

WR14 2AE

01684 891514

Advertise your unwanted items for free at;

www.freecycle.org/

www.ilovefreegle.org/

And remember you can also obtain items from here for free as well!

Acorns Children's Hospice Shop

1c Court Road

Barnards Green

Malvern

WR14 3BS

01684 569707

Visit charityretail.org.uk for more charity shops in the area

You could always try to sell your unwanted goods on Ebay, in a newsagents window or even in your local paper

However Malvern Hills District Council does offer a collection service for bulky household items such as three piece suites, fridges, freezers, white goods, electrical items and many other types of household furniture.

The cost to remove bulky items are as follows:

£17.50 for up to 3 items. All additional items will be charged at the same rate. Payment must be made before items are collected.

Please make requests to Customer Services, where a customer service advisor will be happy to take your payment and book the collection for you. Collection details will be confirmed at the time of booking.

Please note that only the items you state will be collected. Please place the items at the front of your property on the day of collection confirmed to you by 8am. (Collection operatives will not come into your property or garage to collect).

Most household items can be collected. View the following list to see what sort of items can be picked up:

Please use the list below as a guide to the items that fall within the bulky items category and which can be reused or recycled:

Armchairs*	Headboards
Barbecues	Hi-Fi equipment
Beds	Ironing boards
Bed bases	Knitting machines
Bicycles	Lawn mowers
Bureaus	Metal
Cabinets	Microwaves
Carpets	Mirrors
Chairs	Ottomans
Chest of drawers	Sofas*
Computers	Slides
Cookers (incl. hobs, hoods, ovens)	Swings
Cots	Tables
Desks	Televisions
Dishwashers	Television stands
Dressing tables	Tumble dryers
Electric fires	Washing machines
Fridges	Wheel barrows

* Please attach fire retardant standard if applicable.

Items that weigh less than 25kgs and which are small enough to fit within a standard size dustbin can be left out for collection with your normal refuse although they will not be recycled. Ideally, small electrical items should be taken to the local Household Recycling Centre (HRC) for recycling. Good condition non-electrical items can be taken to local charity shops, some of which are happy to accept larger furniture items.

Items that will not be collected include fixtures and fittings (i.e. windows, doors, bathroom suites etc) or builders/garden rubble. This service is not available for house clearance purposes.

Please note that the council only collect bulky items one week in every four. To confirm a booking please or for further information contact customer services on 01684 862151 or email worcestershirehub@malvern hills.gov.uk.

Household Recycling Centre

The district's Household Recycling Centre (HRC) is located at Worcester Road, Malvern Link. The site is operated by Worcestershire County Council and is for domestic waste only.

The facility is open 7 days a week all year round except Christmas Day, Boxing day and New Years Day.

The opening times;	Worcester Road, Malvern Link Worcs WR13 5AX
Monday - Saturday 8am - 6pm	
Sunday 10am - 4pm	Tel: 01684 892785



Batteries

Household batteries are accepted by all Household Recycling Centres. Some retailers also provide in store recycling facilities for batteries in order to fulfil their obligations under the recent EU battery directive. Battery recycling points are available at most supermarkets.

Electrical and Electronic Equipment

Electrical and electronic items cover a wide variety of items including: audio visual equipment, lighting, household appliances, IT and telecoms equipment, tools and even toys. Most electrical and electronic equipment will contain hazardous substances such as mercury, lead or cadmium so it is essential that these items are disposed of responsibly.



Following the introduction of the Waste Electrical and Electronic Equipment (WEEE) Directive, retailers now have a responsibility to ensure their customers can return their WEEE free of charge and many now offer in-store take back schemes. Alternatively, electrical and electronic equipment can be taken to the local Household Recycling Centre.



Paint

The County Council provides chemical banks at all the Household Recycling Centres in which tins of paint can be deposited. If the paint is water based i.e. emulsion, and has dried up completely then it can be placed in with the non-recyclables at any of the Household Recycling Centres (HRCs).

Last year Malvern Hills District Council was able to recycle 33% of our household waste last year. With your help they hope to recycle even more in 2011

For ideas on how to reduce your household waste please take a moment to look at:

www.letswasteless.com

10. Public transport

10.1 Details of public transport

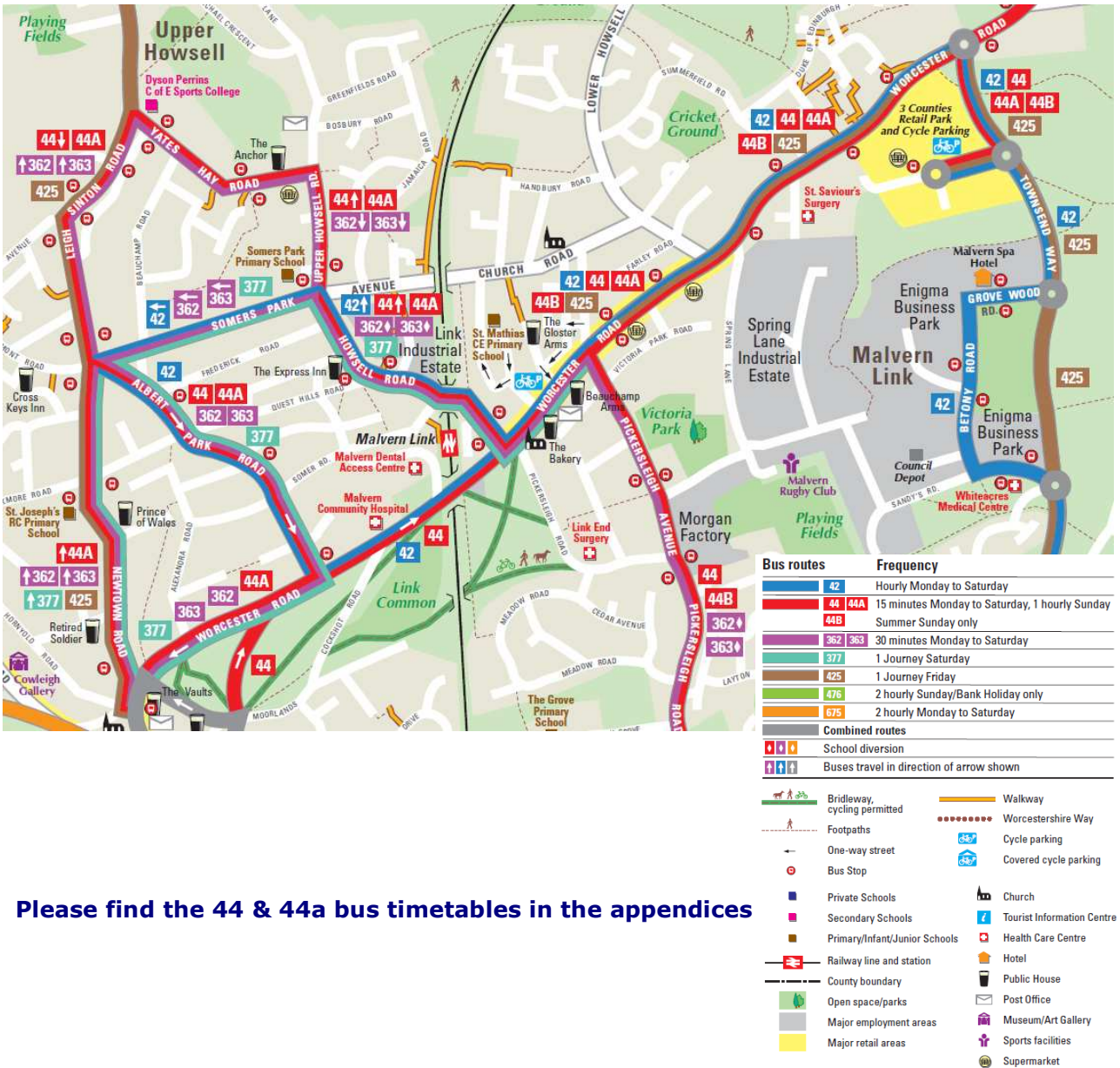
Your nearest train station is Lydney and is located at the map below. For further enquires and train times please contact the following;

Station info	Buying tickets
Great Malvern Railway Station	nationalrail.co.uk
Station Approach	
Malvern	thetrainline.com
Worcestershire	
WR14 3AL	virgintrains.co.uk
Londonmidland.com	



Bus Route

There are several bus routes that run directly from Pickerleigh Avenue (the main road just off Victoria Park Road). These include the 44, 44a, 362 and the 363. These routes allow direct access to the surrounding area and also further afield as all of these routes operate via both Great Malvern and the Malvern Link train stations.

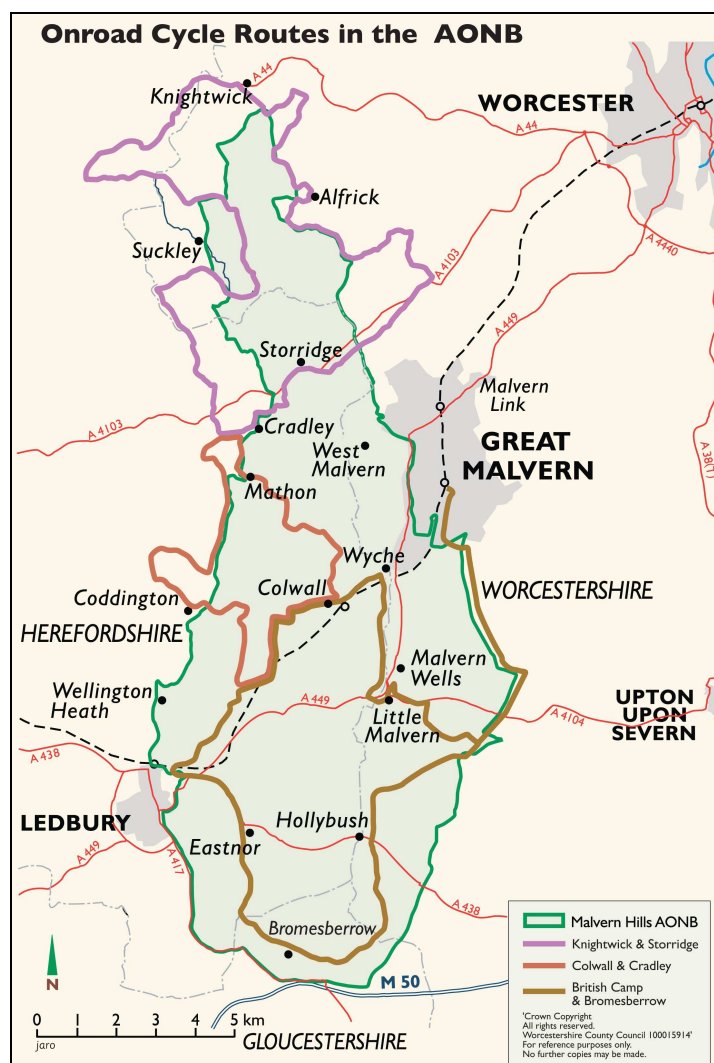


Please find the 44 & 44a bus timetables in the appendices

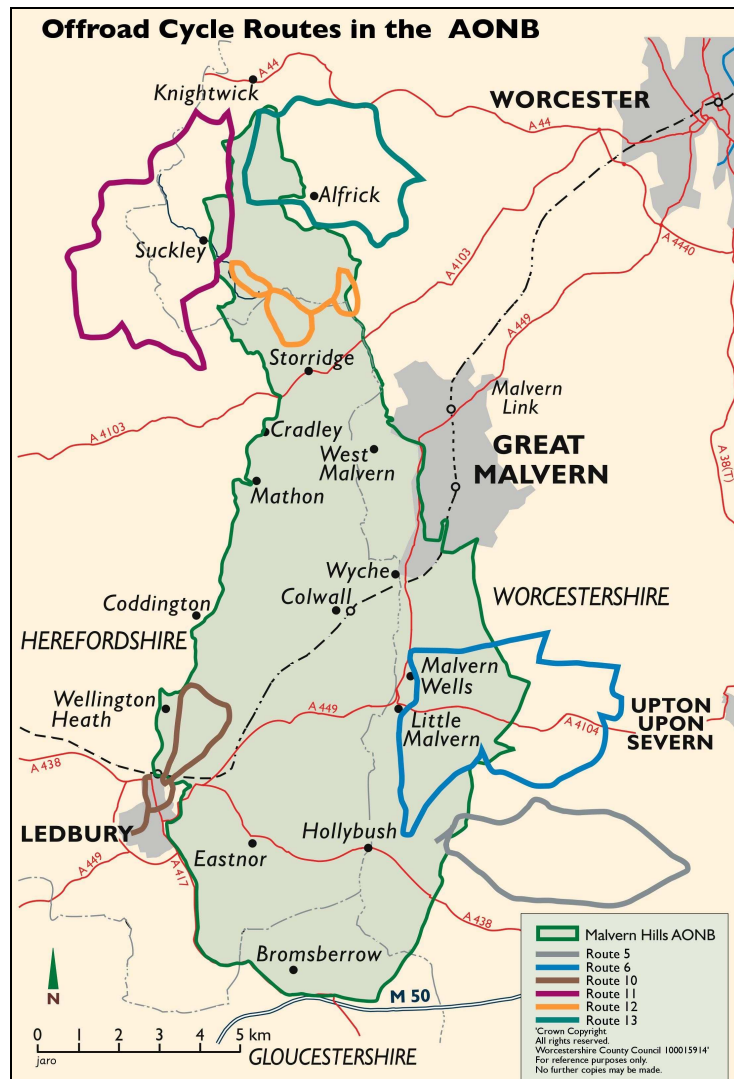
For more bus service information please visit www.worcestershire.gov.uk

10.2 Cycle paths

Living in the foothills of the Malvern gives excellent opportunities to explore the area on your bike. There are excellent cycle routes which are ideally suited for exploring the landscape, culture and heritage of the Area of Outstanding Natural Beauty (AONB). Here are some on road cycling routes which differ in the distances and level of difficulty, ranging from pleasant meanders along quiet country lanes to more hilly excursions with prolonged climbs.



These maps have been produced in partnership with the Malvern Hills AONB to provide a total of fourteen routes around the area. There are trails for experienced riders, families and those just wanting a gentle cycle. When cycling off road please stick to the designated paths and bridleways provided.



For more information on cycling in the region please visit the following websites;

Cycle Routes

malverntrail.co.uk

Sustrains.org.uk

Cycle Clubs

Malvern Cycling Club (Sevale)

sevale.co.uk

01684 573831

10.3 Car parking, park & ride schemes and car hire

Due to the rural location of your home there are no park & ride facilities within the town but if travelling further afield in Worcestershire you will find two Park & Ride sites operating in the county at Perdiswell and Sixways.

Perdiswell, situated on the A38 north of Worcester is ideal for commuters, shoppers and visitors travelling in to Worcester whilst Sixways, situated just off junction 6 of the M5 motorway is ideal for travel to the Worcestershire Royal Hospital and Warndon Villages. There are several public car parks in the area a list of car parks in the district with tariff information can be seen below.

MALVERN HILLS DISTRICT COUNCIL'S CAR PARKING TARIFFS FOR APRIL 2010 TO MARCH 2011 INCLUSIVE

	CAR PARK	TYPE	NO OF SPACES	0-1 HOUR	1-2 HOURS	2-4 HOURS	4 HOURS +	7 DAY TICKET	8PM - MIDNIGHT	PLEASE NOTE	4 AM - 8 AM	2HR RESIDENTS PERMIT
MALVERN	BELLE VUE TERRACE	SHORT STAY	32 + 1 DISABLED	80p	£1.20	N/A	N/A	N/A	£1.50		NO PARKING	
	CHURCH STREET	PERMIT HOLDERS AND 7 DAY TICKET HOLDERS ONLY	23 + 2 DISABLED	N/A	N/A	N/A	N/A	£3.00 PERMIT HOLDERS ONLY	£1.50	PERMIT HOLDERS ONLY	NO PARKING	
	EDITH WALK	SHORT STAY	31 + 5 DISABLED	80p	£1.20	N/A	N/A	N/A	£1.50		NO PARKING	
MALVERN	GERALDINE ROAD	SHORT STAY	21 + 2 DISABLED	80p	£1.20	N/A	N/A	N/A	£1.50		NO PARKING	
	GRANGE ROAD NORTH	SHORT STAY	26 + 1 DISABLED	80p	£1.20	N/A	N/A	N/A	£1.50	AFTER MIDNIGHT NORMAL HOURLY RESTRICTIONS APPLY	2 NO PARKING	
	GRANGE ROAD SOUTH	SHORT STAY	17 + 2 DISABLED	80p	£1.20	N/A	N/A	N/A	£1.50	AFTER MIDNIGHT NORMAL HOURLY RESTRICTIONS APPLY	2 NO PARKING	
MALVERN	LINK TOP	LONG STAY	12 + 1 DISABLED	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE		FREE OF CHARGE	
	NEWTOWN ROAD	LONG STAY	36 + 1 DISABLED	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE	FREE OF CHARGE		FREE OF CHARGE	
	PRIORY ROAD NORTH	LONG STAY	95 + 3 DISABLED	80p	£1.20	£2.00	£3.00	£5.00	£1.50	AFTER MIDNIGHT NORMAL HOURLY RESTRICTIONS APPLY	NO PARKING	CAN BE USED TO COVER BETWEEN 8PM AND MIDNIGHT
MALVERN	PRIORY ROAD SOUTH	LONG STAY	121 + 3 DISABLED	80p	£1.20	£2.00	£3.00	£5.00	£1.50	AFTER MIDNIGHT NORMAL HOURLY RESTRICTIONS APPLY	NO PARKING	CAN BE USED TO COVER BETWEEN 8PM AND MIDNIGHT
	PRIORY PRAD SOUTH (COACHES)	LONG STAY	2 COACHES	£7.00	£7.00	£7.00	£7.00	N/A	N/A		NO PARKING	N/A
	VICTORIA ROAD	LONG STAY	88 + 3 DISABLED	80p	£1.20	£2.00	£3.00	£5.00	£1.50	AFTER MIDNIGHT NORMAL HOURLY RESTRICTIONS APPLY	NO PARKING	CAN BE USED TO COVER BETWEEN 8PM AND MIDNIGHT

Car Hire

Brookhire Vehicle Rentals

Spring Lane South,
Malvern,
Worcestershire,
WR14 1AT

01684 572314

brookhire.co.uk

Enterprise Rent-A-Car

C/O Forward Motors,
Bays 1-2 Spring Lane
North Malvern,
WR14 1BU

01684 580370

enterprise.co.uk

Happy Camper Holidays

83 Wells Road
Malvern Wells,
Worcestershire
WR14 4PB

01684 893 588

happycamperholidays.co.uk

11. Local Amenities

Allotments


Malvern Town Council has 139 allotment plots over 3 sites Knapp Way, Madresfield Road and Goodwood Road.



The Council does not permit any new allotment holders who are not resident in the parish to hold Town Council allotments. The average size of an allotment plot is 125m².



For more information on allotments and charges please contact Ms Deborah Powell Malvern Town Council on 01684 566 667 or email dpowell@malvern-tc.org.uk

The following provides you with the locations of various amenities within the local area;

Schools	St Matthias C Of E Primary Cromwell Road, Malvern, WR14 1NA	01684 574 984
	<i>Provide opportunities for all our learners to grow together intellectually, emotionally, in understanding, faith, cultural awareness and spiritual understanding.</i>	
	Nunnery Wood High School Spetchley Road, Worcester, WR5 2LT	01905 363636 nunnerywood.worcs.sch.uk
	Malvern College College Rd, Malvern, Worcestershire WR14 3DF	01684 581500 malcol.org
GP surgeries	Link End Surgery, 39 Pickersleigh Rd, Malvern, WR14 2RP	01684 568 466 linkendsurgery.co.uk
	St Saviours Surgery Merick Rd, Malvern, WR14 1DD	01684 572323 centre.org.uk

Community Centre	Pickersleigh Community Centre 6 Baxters Walk, Malvern WR14 2DY	01684 568646
Play Areas	Play areas are located in the following areas; <ul style="list-style-type: none"> • Adam Lee • Avon Close • Craig Lee • Dukes Meadow • Jamaica Road • Lower Howsell • Michael Crescent • Victoria Park • Kent Close • Duke of Edinburgh Way 	
Supermarket	Co-op 162 Worcester Rd, Malvern, WR14 1AA Morrisons Roman Way, Great Malvern, WR14 1PZ	01684 564684 01684 564415
Outdoor areas The Malvern Hills		
<div>  <div> <p>The Malvern Hills have been described as a mountain range in miniature, the eight mile ridge containing some of the oldest rocks in Britain, their craggy outline giving the impression of uplands further west.</p> <p>The Malvern Hills and commons are very popular with walkers. The Malvern Hills Act 1884 gave the land under the jurisdiction of the Malvern Hills Conservators as open access on foot for all time.</p> </div> </div>		
Place of Worship	Holy Trinity Church 2 N Malvern Rd, Malvern, WR14 4LR	01684 561126 holytrinitymalvern.org.uk
Pharmacy	Victoria Pharmacy 146 Worcester Rd, Malvern, WR14 1SS	01684 575990

Leisure Centre	Splash Leisure Complex Priory Rd, Malvern WR14 3DS	01684 893423
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Public House	The Bakery Inn 126 Worcester Rd, Malvern, WR14 1SS	01684 576076
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News agents

& Post Office	Link Top News 86 Worcester Rd, Malvern, WR14 1NY	01684 573031
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Cash Points



For more cash points please visit the following; www.link.co.uk

12. Things to do

Three Counties Show Ground



Nestling beneath the magnificent Malvern Hills, The Malvern Showground is the perfect venue for a range of indoor and outdoor events. The 90 acre site boasts excellent grounds with impeccable views, and indoor facilities ideal for small and large events. Our experienced and knowledgeable events team can provide you with an ideal package to suit your needs.

01684 584900

www.threecounties.co.uk

The Malvern Showground
Worcestershire
WR13 6NW

Malvern Museum of Local History

Is a small, friendly museum, located in the centre of Great Malvern within 5 minutes walk of Malvern Priory and the Tourist Information Centre. The museum is a registered charity, and is run entirely by enthusiastic and helpful unpaid volunteers.

The displays and artefacts illustrate Malvern's past, and help in the exploration of themes of wider interest.



The Priory Gatehouse
Abbey Road
Malvern
Worcestershire
WR14 3ES

01684 567811

www.malvernmuseum.co.uk

13. Responsible purchasing

Reduce the energy costs of running your white goods appliances

Apart from heating your home, the energy you use in your home is mostly used up by appliances so a lot of attention is being paid to making them use less energy. Although this is good for reducing bills and the environment, there is a much simpler and cheaper way to reduce costs.

To reduce the energy costs of running appliances you should make sure that your buying electricity and gas from one of the cheaper suppliers. Most people can save a significant amount of money each year – even if they’ve already changed suppliers before.

These savings can be far greater than the savings you could make by replacing an appliance with one that uses less energy. We don’t need to get obsessive about constantly transferring to the cheapest energy supplier but it does make sense to at least check we aren’t paying way over the odds by keeping an eye on competitive tariffs.

organic food procurement/ food growing/ local produce

Boxfresh Organics (Ledbury)

New Mills
Leadon Way
Ledbury
Herefordshire
HR8 2SR

01531 632244

www.boxfreshorganics.co.uk



Boxfresh Organics offer a range of local organic products delivered to your door. With bases in Shropshire and Herefordshire they are able to deliver in the surrounding regions. The produce is from farms and group of growers of fruits and vegetables throughout the year.

Greenlink Organic Foods

9-11 Graham Road
Malvern
Worcestershire
WR14 2HR

01684 576266

14. Emergency information

In case of an emergency please dial **999**

14.1 Contact Details of the Emergency Services



Minor Injuries

Malvern Community Hospital
185 Worcester Road
Malvern
Worcestershire
WR14 1EX

01684 612600



Accident and Emergency Unit

Worcestershire Royal Hospital
Charles Hastings Way
Worcester
Worcestershire
WR5 1DD

01905 763 333

Malvern Police Station

Victoria Rd
Malvern
WR14 2TE

0300 333 3000

Hereford & Worcester Fire and Rescue

Worcester Road
Malvern
Worcestershire
WR14 1TD

01684 572948

Opening hours:

9am to 5pm Monday & Saturday
8am to 8pm Tuesday - Friday

14.2 Emergency cut offs

Water

The stop tap is situated in the cupboard under the stairs.

Turn the tap Clockwise to cut off the water supply.

Electric

The consumer unit is situated behind the front door.

Flick the switch for the main supply to off.

14.2 Maintenance/Repair

If you have any maintenance requirements or require an urgent repair your point of contact is Festival Housing Group. The number below is operational 24hrs a day.

Festival Housing – 0800 146 742

15. Links, references and further information

If you would like any further information on this HUG or require an alternative format of the guide please contact the following;

Markey Construction

Unit Q1
Quadrant Distribution Centre
Quadrant Way
Hardwicke
Gloucester
GL2 2RN

01452 886 155

info@markeyconstruction.co.uk

Electronic versions can be found at the following address

www.markeyconstruction.co.uk

If you would like any further information on what has been covered in the guide please contact the following organisations

Festival Housing Group

Grove Wood Rd
Malvern, Worcestershire WR14 1GD

01684 579579

info@festivalhousing.org

www.festivalhousing.org

Worcestershire County Council

Malvern Hills Customer Service Centre
Graham Road, Malvern, WR14 2HU

01684 862151

worcestershirehub@malvernhills.gov.uk

www.worcestershire.gov.uk

Malvern Hills District Council

Customer Service Centre, The Library,
Graham Road, Malvern, WR14 2HU

01684 862151

worcestershirehub@malvernhills.gov.uk

www.malvernhills.gov.uk

Sustrans
www.sustrans.org.uk

Recycle now
www.recyclenow.com

Cashpoints
www.link.co.uk

Postoffice
www.postoffice.co.uk

Energy saving trust
www.energysavingtrust.org.uk

WRAP
www.wrap.org.uk

Places to visit
www.upmystreet.com

16. Appendices

Appendix 1. - Energy Performance Certificates (EPC's)

Appendix 2. - Electrical safety certificate

Appendix 3. - Gas safety certificate

Appendix 4. - White Good brochure

Appendix 5. - Composting

Appendix 6. - Bus Timetable